



Witness Protocol

It is imperative that all accidents regardless of the severity be investigated thoroughly. A critical component of this investigation is witnesses. In order to make a fair and concise determination with regards to accident preventability, it is absolutely necessary to obtain as much information on the accident as possible. This form will verify that the appropriate parties have made every effort to obtain information from witnesses as possible.

Protocol

1. Accident occurs
2. Bus operator disperses courtesy/witness cards to passengers and collects them once completed
3. Once accident packet is received from Operations, the Claims Manager will review all courtesy/witness cards
4. Names and telephone numbers of the witnesses that have completed a courtesy card will be documented on the Witness Checklist
5. The Claims Manager would will contact the witness(es) and document any contact made with the witness or any attempts to contact the claimant on the Witness Checklist
6. The Claims Manager will make at least 3 attempts within 3 business days to contact the claimant and if no response is obtained, a contact letter will be sent to the witness requesting a phone call to the claims department.
7. The Claims Manager will conduct the investigation with the witness per the Witness Template as designed by the Accident Review Committee
8. All conversations had or attempted contact with witness(s) will be documented and attached to the Accident Cover Sheet and materials to be submitted to the Accident Review Committee for determination.

Attached is the Witness Checklist. Please make sure to document the checklist every time that a contact is attempted or made with the witness. We anticipate that a diligent effort will be made to contact witnesses in a timely fashion in order to secure a fair and accurate determination.



Witness Contact Checklist

Employee Name: _____ Badge #: _____

Witness Name: _____

Witness Address: _____

Witness Tel #: _____

Date and time: _____

☐ 1st contact: _____ contact made? _____

☐ 2nd contact _____ contact made? _____

☐ 3rd contact _____ contact made? _____

☐ Witness contact letter sent? _____ date/time: _____

Please list details of the discussion with the witness mentioned above:

Witness Name: _____

Witness Address: _____

Witness Tel #: _____

Date and time: _____

☐ 1st contact: _____ contact made? _____

☐ 2nd contact _____ contact made? _____

☐ 3rd contact _____ contact made? _____

☐ Witness contact letter sent? _____ date/time: _____

Please list details of the discussion with the witness mentioned above:

Witness Name: _____

Witness Address: _____

Witness Tel #: _____

Date and time: _____

☐ 1st contact: _____ contact made? _____

☐ 2nd contact _____ contact made? _____

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Witness Name: _____

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Please list details of the discussion with the witness mentioned above:
